



## OFFICIAL RESPONSES TO VENDOR QUESTIONS RFB-2018-NHH-02-PHARM

No.	Section	Question	Answer
1.	<u>1.2</u>	Will offsite pharmacy order review be required at any time outside of the defined Non-Business hours in the contract?	No.
2.	<u>1.3</u>	Can the implementation start date be longer than thirty (30) days?	Yes. However responses will be scored based on ability to meet the stated benchmark dates.
3.	<u>2.6</u>	Please define what is required for the medication error reporting process.	Documentation to include a copy of the vendor's policy for addressing medication errors and a proposal on how this information will be communicated to New Hampshire Hospital (NHH).
4.	<u>9.1.2</u>	<p>Please provide explicit details of the defined "required performance levels" as described in section 9.1.2.</p> <ul style="list-style-type: none"> <li>a) How will the required performance levels be measured?</li> <li>b) Will reports be required from the vendor to measure this?</li> <li>c) If yes, please define all fields that are required on these reports.</li> <li>d) If external vendor reports are not required, will internal pharmacy reports be used?</li> <li>e) If yes, please provide an example, with all fields defined, of the internal report or reports used to determine the required performance levels.</li> </ul>	<ul style="list-style-type: none"> <li>a) Performance measures will be based upon the Statement of Work (Section 2) and Requirements (Section 3). Reporting requirements will be negotiated with the selected vendor.</li> <li>b) Through e) Reporting requirements, including internal reports requirements, will be negotiated with the selected vendor</li> </ul>

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5.	<u>9.1.4</u>	Please provide details of how you are defining and measuring the compliance and performance standards that are required to meet contract obligations.	Performance measures will be based upon the Statement of Work (Section 2) and Requirements (Section 3).
6.	<u>Appendix B, Exhibit C, #3</u>	Please provide explicit examples of all required data files, forms and documentation referenced in this clause.	Appendix B is standard contract language. There are no eligibility determination requirements being requested for these services.
7.	<u>Appendix C, #3</u>	There is a lot that is necessary regarding the limited English proficiency, is this applicable?	No.
8.	<u>Appendix B, Exhibit C-1</u>	Is the Department willing to consider an agreement where there is only termination for cause and not a termination for convenience?	No.
9.	<u>General</u>	Is there an opportunity for a statewide contract with the Department to service all hospitals in NH?	New Hampshire Hospital is the only state-owned hospital in NH.
10.	<u>General</u>	<ul style="list-style-type: none"> <li>a) What are the anticipated payment terms (i.e. 10 days)?</li> <li>b) Can vendors bill in advance and true up overages as credits or additional charges on the next bill?</li> </ul>	<ul style="list-style-type: none"> <li>a) Payments are processed within thirty (30) days of receipt of a complete invoice.</li> <li>b) Advance payments are not permitted.</li> </ul>
11.	<u>General</u>	On average, how long does it take your pharmacists to verify a medication order measured from the time that they first open the order to the time it is marked as approved/completed in the system?	Approximately one (1) to five (5) minutes, depending on the complexity.

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12.	<u>General</u>	What type of remote connectivity method will be used to access the Rx Connect pharmacy information system?	The Department uses a Virtual Private Network (VPN).
13.	<u>General</u>	In order to maintain the economics of the original agreement our fees need to be indexed each 12 months based on the Consumer Price Index for All Urban Consumers, United States, Hospital and Related Services (1982-84=100) as published by the Bureau of Labor Statistics, or a minimum of 2%. Is this something the hospital is willing to add to the contract?	Yes.